GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:556
ANSWERED ON:27.07.2005
LAUNCHING OF VOICE BASED INFORMATION SERVICES
Singh Shri Dushyant

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the names of the cities where the Bharat Sanchar Nigam Ltd. (BSNL) has launched voice-based information services;

(b) whether the Government proposes to introduce such information services in some other cities;

(c) if so, the target set for providing such services in these cities till the end of 2005-06; and

(d) the time by which all the major cities would be covered with voice-based information services by BSNL?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a)
(i) Cellular Mobile Subscribers:- The voice-based information services are provided to all the Celular Mobile subscribers of Bharat Sanchar Nigam Limited(BSNL) through the call centres. These call centres are at Gurgaon, Kolkata, Bangalore, Puner, Ahmedabad and Hyderabad. These call centres handle all types of subscribers queries and complaints pertaining to the mobile services besides providing information regarding the tariffs, types of services, billing, etc. The queries pertaining to the broadband services are also handled through these call centres.

(ii) Basic Telephony Subscribers:- The Voice based information services are accessible to the Basic telephony subscribers on various numbers like 197(Directory Enquiry) in all cities. In addition, the call centres have been established at Hyderabad, Chennai, Kolkata, Goa, Pune, Bangalore, Gurgaon, Meerut, Bareily, Dehradun, Jaipur and Raipur to provide information regarding Billing, details of the new schemes/services, tariffs, application forms, Phone plus services, status of the new telephone connections and shifting of telephones, etc.

(b)
(i) Cellular Mobile Subscribers:- There is no plan to introduce additional call centres.

(ii) Basic Telephony Subscribers:- Circles have been advised to implement centralized call centres covering all the Secondary Switching Areas(SSAs) of the Circles.

(c) &(d) Circles have been advised to implement centralized call centres for the Basic Telephony subscribers at the earliest.